



INDITION COMMERCE

App Store

User Manual — adding and managing apps for your store

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1. What the App Store is, and where to find it

The App Store is the part of your admin where you add new capability to your store yourself. You pick an app, confirm, and about a minute later it is installed, switched on, and sitting in your admin menu waiting to be configured.

Before it existed, adding something to your store meant emailing us and waiting for someone to be free. The capability was already built and tested — the only thing between deciding you wanted gift cards and selling gift cards was our diary. Now the decision and the timing are both yours.

Getting there

- 1 Sign in to your admin.
- 2 Open **Apps** in the left menu.
- 3 Choose **App Store**.

If there is no Apps menu

The menu is hidden rather than shown empty, so its absence means one of two things:

- **Nothing has been made available for your store yet.** Your Indition contact can change that.
- **Your sign-in is not an administrator.** Adding apps is restricted to administrator sign-ins — see section 6.

You are never buying blind. Every card shows a price and a description before you commit, the confirmation names what you are adding, and nothing is installed until you say so.

2. Reading the store

Each app is a card carrying three things: the app's name, its price, and a description of what it does for your store. A search box at the top filters the list as you type — useful once your store has a long list, and harmless when it does not.

Already Purchased

An app you already have is marked **Already Purchased**. That card offers a way into the app's settings rather than a way to buy it, so there is no route to paying twice for the same thing.

Also sets up

Some capabilities are genuinely more than one piece. Where that is true the card says so under **Also sets up**, listing what else is coming, *before* you commit. You will not be surprised by three new menu items appearing when you expected one.

What may be on your list

App	What it adds to your store
Gift Cards	Sell and redeem gift cards, with balances tracked against each card.
Layaway	Let a shopper reserve goods with a deposit and pay the remainder over time.
Inventory	Track stock levels, and control what can be sold or fulfilled from where.
Service & Repair	Take in repair jobs, track them through the workshop, and bill labour and parts.
Product Reviews	Collect and publish shopper reviews and ratings on your product pages.
Point of Sale	Sell in person from a till, card readers included. Sets up the till screen and reader support with it.
Commission	Work out what your sales staff have earned, by rate or by channel.

That is the full range. What you see is the range chosen for *your* store, so your list may be shorter — and if something you want is missing, ask your Indition contact to add it. Making an app available is a small change on our side.

3. Adding an app

- 1 Find the app, and read the description and price on its card.
- 2 Click **Add this app**.
- 3 A confirmation appears naming what you are about to add, including anything that comes with it. Click **Add app** to go ahead, or **Cancel** to back out. Nothing has been installed until you confirm.
- 4 The card shows *Working on it, this can take a minute...* and disables itself. That is real work happening, not a stuck screen.
- 5 When it finishes you get **All done** and an **Open it** button that takes you straight into the new app's settings.

How long it takes, and what not to do

Most apps are done in well under a minute. A large app on a busy store can take longer. Two pieces of advice:

- **Do not reload while it is working.** Reloading will not undo anything or install it twice, but you stop seeing the outcome of a job that is still running.
- **Do not click add a second time if you are impatient.** The card disables itself precisely so that a double-click cannot start two installs, and if a colleague clicks at the same moment their request waits rather than colliding with yours.

Your shop keeps trading. Installing an app is back-office work. Shoppers browsing and checking out are not interrupted.

Multi-part apps

Point of Sale is the clearest example of an app that is several pieces. Selling across a counter needs the back-office side that knows about tills, registers and cash-ups; the till screen your staff actually touch; and support for the card readers. Adding Point of Sale sets up all three, in the order they have to go in, in one action.

You do not need to know or care what that order is. It is worked out from what each piece says it requires, so it is right every time rather than right when someone remembers to keep a list up to date.

If it says it failed

You will be told plainly, and the app will be named. A partial result is reported as a failure rather than dressed up as success. Contact us rather than clicking add again — the attempt is recorded, so we can see exactly what happened and check the state before anything else is written.

4. Setting up what you just added

This is the step people skip, so it gets its own section. Adding an app **installs it and switches it on**. It does not know the first thing about how your business runs.

Use **Open it** while you are still thinking about the app, or find it later in your admin menu. The settings worth deciding early are usually the first thing you meet:

App	Worth settling straight away
Gift Cards	How gift card sales are treated for tax, and whether cards expire.
Layaway	Deposit percentage, the payment schedule, and what happens if a shopper stops paying.
Inventory	Which of your locations hold stock, and what may be sold or shipped from where.
Service & Repair	Labour rates, the job statuses your workshop actually uses, and who works on what.
Product Reviews	Whether a review publishes immediately or waits for someone to approve it.
Point of Sale	Your tills and registers, the cash-up routine, and pairing the card readers.
Commission	The rates, and whether they differ by sales channel.

Then give your staff access

Installing an app opens it to your administrators. Everybody else who needs it — the workshop, the counter, whoever reconciles the till — needs granting access, which you do the same way you handle every other permission in your admin.

An app that is installed but not configured and not granted to staff will look broken to the people who need it. It is worth doing both in the same sitting as the purchase.

5. Switching an app off and on

Any app you own can be switched off from its card with **Switch off**, and brought back later with **Switch on**.

Switching off takes the app out of your store: it stops appearing and stops taking part. What it does **not** do is throw anything away. Gift card balances, layaway agreements, repair jobs and stock figures all stay exactly as they were, and switching back on returns you to where you left off rather than to a blank slate.

That is deliberate, and it is what makes trying an app a low-risk decision: the way out does not cost you your records.

Whether switching off changes your bill

That depends on your agreement with us, so it is a question for your Indition contact rather than something to assume in either direction.

Why there is no delete

You will not find a button that removes an app entirely, and that is on purpose. Deleting an app means deciding what happens to everything it holds — balances people are still owed, jobs part-way through the workshop, history your reports and your accountant rely on. That is a conversation, not a click.

If you want an app taken off your account for good, contact your Indition contact. Switching off is the reversible version and it is entirely yours to do.

6. Permissions, records, and when to call us

Who can add apps

Adding an app changes what your store can do and may affect what you pay, so it is not open to everyone who can sign in. It is limited to your **administrator** sign-ins — the level you would give the person who runs the store, not a member of counter staff.

The practical way to think about it: this is spending authority. Give it to the people you would trust with a company card, and review who currently holds it *before* your team starts browsing rather than after a surprise on an invoice.

Who may use an app once it is installed is a separate question, and entirely yours — set in the usual place alongside your other permissions.

What gets recorded

Every add, every switch-off and every switch-on is recorded against your store with the app, the outcome, the time, and the person who did it. The record names a real administrator, not "system".

It exists so that two questions always have answers: "when did we get this, and who turned it on?", and "what is this line on our bill?" If you need that history pulled out, ask your Indition contact.

When to contact us instead of clicking

Situation	Why
An app you want is not on your list	Your list is curated for your store; we can add to it.
An install reported a failure	We can see what happened and check the state before anything else is written.
You want an app removed entirely	It affects the records the app holds.
A question about price or billing	Those terms are in your agreement, not on the card.
You need the history of who added what	We can retrieve it for you.
No Apps menu, but you expect to be an administrator	Either nothing is available yet or your access level needs checking.